

Clerical and Office Branch  
Office Supervisor, Customer Service Group  
Customer Service Series

**ENVIRONMENTAL SERVICES INSPECTOR**

10/87

**CHARACTERISTICS OF THE CLASS:**

Under general supervision, investigates refuse collection service, customer' complaints; issues Class "C" misdemeanor citations for violations of the city sanitation code; and performs related work as required.

**EXAMPLES OF DUTIES:**

Investigates customers' complaints regarding refuse collection, such as refuse spilled by sanitation workers or vehicles, damaged trash cans and other field complaints; checks permits of commercial and private refuse collection businesses; checks residences for new occupants and start of garbage charges; checks multi-unit complexes and verifies charges; checks if refuse collection services are properly provided by city sanitation workers; reports field discrepancies to supervisor for corrective action; makes random residential inspections when required; observes traffic laws, rules and regulations.

Issues Class "C" misdemeanor citations for violation of the City's sanitation code; attends municipal court hearings concerning violations of the sanitation code; in conjunction with the Legal Department prepares final documentation for legal action against sanitation code violations; obtains legal description from Tax Office to assess liens on private property for services rendered.

Prepares Garbage Advise Forms; prepares rate reductions for senior citizens and the disabled; furnishes correct information to customers on regular and special refuse pickups; maintains files; prepares reports as required.

**MINIMUM QUALIFICATIONS:**

Training and Experience: Graduation from high school or equivalent and four years of clerical work experience involving public contact or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Good knowledge of the geography of the City; good knowledge of office practices and procedures; good knowledge of business English.

Ability to follow oral and written instructions; ability to express oneself clearly and concisely; ability to establish and maintain effective working relationship with fellow employees and the general public; ability to prepare and submit oral and written reports; ability to use good judgment and to deal with the public tactfully and courtesy in the handling of public complaints and inquiries.

Skill in the safe operation and care of a motor vehicle.

Physical Requirements: Operation of a motor vehicle through city traffic; mobility within an office and field environment; exposure to all weather conditions.

Licenses and Certificates: Texas Class "C" Driver's License.

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Director of Personnel

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Department Head